

**REMARKS/ARGUMENTS**

Claims 1-4, 6-14 and 16-31 were pending in this application. Claims 26-31 have been withdrawn by the Examiner as a supposedly patently distinct restriction. Applicant respectfully traverses the withdrawal of claims 26-31, but to expedite prosecution has withdrawn claims 26-31 for later filing in a continuation or other related application. Claims 1, 11, and 23 have been amended herein. No claims have been canceled and no claims have been added. Therefore, claims 1-4, 6-14, and 16-25 are pending. Reconsideration of the claims as amended is respectfully requested.

**35 U.S.C. § 103(a) Rejection, Shtivelman et al. in view of Norris et al.**

The Office Action has rejected claims 1-4, 6-14 and 16-25 under 35 U.S.C. §103(a) as being unpatentable over US Patent No. 6,259,692 B1 to Shtivelman et al. (hereinafter "Shtivelman") in view of US Patent No. 6,353,611 B1 to Norris et al. (hereinafter "Norris"). The Applicant respectfully submits that, in light of the above amendments, the Office Action does not establish a *prima facie* case of obviousness in rejecting these claims. Therefore, the Applicant requests reconsideration and withdrawal of the rejection.

In order to establish a *prima facie* case of obviousness, the Office Action must establish: 1) some suggestion or motivation, either in the references themselves or in the knowledge generally available to one of ordinary skill in the art, to modify the references or combine their teachings; 2) a reasonable expectation of success of such a modification or combination; and 3) a teaching or suggestion in the cited prior art of each claimed limitation. See MPEP §706.02(j).

As will be discussed below, the references cited by the Office Action do not teach or suggest each claimed limitation. The Office Action does not provide evidence that the suggestion or motivation to modify or combine the references cited is explicit or implicit in the

references cited. Further, the Office Action does not provide any evidence that knowledge of one skilled in the art would provide the suggestion or motivation to modify these references. Finally, the Office Action does not provide evidence of a reasonable expectation of success of such a modification or combination.

More specifically, the references, alone or in combination, do not teach or suggest logging information related to the telephone call and the decision on the disposition of the telephone call. Furthermore, neither reference, alone or in combination, teaches or suggests such information being viewable via the data network or Internet. In fact, neither reference makes any mention of recording or logging any information at all regarding the call or the disposition of that call.

Claim 1, upon which claims 2-4 and 6-10 depend, recites in part "logging information related to the telephone call and the decision on the disposition of the telephone call, wherein the information is viewable via the data network." Similarly, claim 11, upon which claims 12-14 and 16-22 depend, and claim 23, upon which claims 24-25 depend, both recite in part "logging information related to the telephone call and the decision choosing at least one call disposition option, wherein the information is viewable via the Internet." Neither reference, alone or in combination, teaches or suggests logging information related to the telephone call and the decision on the disposition of the telephone call. Furthermore, neither reference, alone or in combination, teaches or suggests such information being viewable via the data network or Internet. For at least these reasons, claims 1-4, 6-14 and 16-25 are allowable over the combination of Shtivelman and Norris. Therefore, the Applicants respectfully request that the rejection be withdrawn and the claims allowed.

### **CONCLUSION**

In view of the foregoing, the issuance of a formal Notice of Allowance at an early date is respectfully requested.

Appl. No. 09/660,785

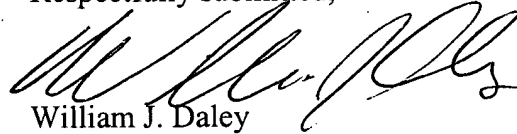
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Amdt. dated September 29, 2005

Reply to Office Action of July 1, 2005

If the Examiner believes a telephone conference would expedite prosecution of this application, please telephone the undersigned at 303-571-4000.

Respectfully submitted,



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